



Community Partner Briefing

News from Covered California

Volume: 2, Issue: 16

December 3, 2015

OPEN ENROLLMENT

Select a Health Plan by December 15

The plan selection deadline for coverage effective January 1, 2016 is fast approaching.

Remind consumers they must enroll and make a plan selection by **11:59:59 p.m. on December 15, 2015** to ensure their coverage is effective on January 1, 2016.

Improved CEC/PBE Help Line Hold Times

We are pleased to report the CEC/PBE Help Line's average hold times have been cut into half and are continuing to improve daily. We apologize for the inconvenience for the longer than usual hold times during this open enrollment period and appreciated your patience while we worked to ramp up.

CEC/PBE Help Line Extended Hours

Monday thru Friday, 8:00 a.m. to 8:00 p.m.
Saturdays and Sundays, closed

Covered California's CEC/PBE Help Line
Phone: (855) 324-3147

The CEC/PBE Help Line will be closed Friday,

Follow
Us:



Active on social media?
Follow us on Facebook,
Twitter, YouTube, and
Instagram.

IN THIS ISSUE

- [Open Enrollment](#)
- [Renewal](#)
- [Partner Resources](#)
- [Webinars](#)

REMINDERS

- [Open Enrollment is Underway](#)
- [Quick Reference Guide: Medication and Insurance Access Programs for People Living with HIV](#)
- [Social Media Toolkit Updated for Open Enrollment](#)
- [Updated Print Materials](#)
- [2016 Plans and Benefits Update Webinar](#)
- [Director of Outreach and Sales Discusses](#)

December 25 and January 1 and open with limited hours on Thursday, December 24 and December 31 from 8:00 a.m. to 4:30 p.m.

Click [here](#) for the CEC/PBE Help Line Open Enrollment schedule.

Consumer Reports Places Covered California on Its “Nice” List For Making It Easy for Consumers to Understand Health Insurance Options

Consumer Reports today lauded Covered California for making it easier for consumers to shop for health insurance, listing the exchange with 10 other entities nationwide recognized for consumer-friendly policies and practices.

Consumer Reports said Covered California earned its way on the “nice” column of its annual [“Naughty & Nice” list](#) because its standardized benefits had “eliminated much of the confusion” for consumers buying health insurance.

[READ MORE](#)

White House “Healthy Communities Challenge”

On November 6, 2015, the White House launched the “Healthy Communities Challenge” to engage key communities with large numbers or high percentages of uninsured in states across the country where strong federal, state and community collaboration can have a meaningful impact on reaching the uninsured. Through this challenge, the White House is calling on community leadership to

[Opportunities for Partners in California Broker Editorial](#)

OUTREACH TOOLS

- [Renewal Toolkit](#)
- [Open Enrollment Toolkit](#)
- [Webinar & Briefings Archive](#)
- [Open Enrollment Paper Calculator](#)
- Enrolling in Quality Coverage: A Step-by-Step Guide
 - a. [English](#)
 - b. [Spanish](#)
- [Open Enrollment Webinar Schedule](#)
- [Covered California Print Store](#)
- [Covered California Store](#)
- [Social Media Toolkit for Individual Marketplace](#)

IMPORTANT DATES

- 12/15 – End of Renewal Period
- 12/15 – Plan selection deadline for January 1 coverage

Open Enrollment cont.

build outreach efforts to reach these remaining uninsured and help them gain coverage.

[READ MORE](#)

RENEWAL

Tax Attestation Notice to be Mailed This Week

This week, Covered California will begin mailing notices to Covered California members that are at risk of losing their Advance Premium Tax Credit (APTC) and/or cost-sharing reductions for health insurance coverage in 2016.

A member's financial assistance may end because of one or more of the following reasons:

- The member's Consent for Verification, which allow Covered California to use computer sources to check income and family size, including information from tax returns, has expired.
- The members may not have filed a 2014 federal income tax return for their household to reconcile the financial assistance they used in 2014 to lower plan premium costs during 2014.
- The member's household income may be too high to qualify for APTC this year.

Without taking action now, these members may lose their premium assistance including their federal tax credit and/or cost-sharing reductions (lower copayments, coinsurance and deductibles).

Please note: Per law and regulations, you cannot initiate conversations regarding whether or not the consumer is a non-tax filer. Do not provide any tax filing advice under any circumstance or answer any tax filing questions – refer them to contact the main

UPCOMING OUTAGES

- Sunday, December 6, 2015 from 9:00p.m. to Sunday, December 6, 2015 at 11:00p.m.
- Saturday, December 19, 2015 from 9:00 p.m. to Sunday, December 20, 2015 at 1:00p.m.

PREVIOUS ISSUES

[November 18, 2015](#)
[November 4, 2015](#)
[October 21, 2015](#)
[October 8, 2015](#)
[September 23, 2015](#)
[September 11, 2015](#)

Covered California service center with the Primary Tax Filer (or their Authorized Representative) on the line.

Review the [notice](#) and [Talking Points](#) for guidance on how you can help members. This material can also be found in the [2015 – 2016 Renewal Toolkit](#).

Automatic Renewals Began November 12

From November 12 through mid-December, Covered California members will automatically renew into coverage. Help members in your book of business make any updates or changes so they are reflected on their 2016 renewal application.

Please note: Due to the high volume of renewals, members will automatically be renewed a few days earlier than what was indicated on their 2016 Covered California Renewal Notice (CalNOD12). An example of the CalNOD12 notice can be found [here](#).

Ensure that members in your book of business update their [Consent for Verification](#) so that they can renew for coverage with Advanced Premium Tax Credit (APTC).

For an overview of the renewal process check out our one-page [Renewal Quick Guide](#) found in our [2015-2016 Renewal Toolkit](#).

Qualifying Changes in 2015

If you have completed a renewal for a Covered California member into a different health insurance company for 2016, you'll need to contact the CEC/PBE Help Line to report any changes to the consumer's 2015 coverage.

Contact the CEC/PBE Help Line at (855) 324-3147 to report these changes.



Our mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

CoveredCA.com
(800) 300-1506

PARTNER RESOURCES

2016 Subsidy-Eligible Maps

Covered California first announced the Subsidy-Eligible Maps project during the 2015 Regional Campaign where we engaged with Certified Enrollers and community leaders statewide to share new and existing tools and resources in preparation for the third Open Enrollment Period.

[The Subsidy-Eligible Geographic Information System \(GIS\) Maps](#) are now available!

These maps identify targeted areas of remaining uninsured or privately insured consumers, representing Covered California subsidy-eligible target populations.

In addition, the maps identify locations of Community Partner Storefronts and Covered California Agents, Navigator Grant Program Entities, Certified Application Entities, Certified Insurance Agents, and Community Outreach Network Partners.

Why use the GIS Subsidy-Eligible Maps?

- Understand where the remaining uninsured subsidy-eligible consumers are located in your region.
- Help you plan and strategize your outreach, education, and enrollment efforts.
- Support the communities that need your in-person assistance the most.
- Collaborate with other partners to make a big difference by enrolling uninsured consumers in your community.

For any questions regarding the toolkit or new subsidy-eligible maps, please contact OutreachandSales@covered.ca.gov.

Covered California Outreach and Sales Tools – Get yours today!

"Spotlight in a Box"



Last month, we launched our "Spotlight on Coverage" campaign highlighting the important efforts of our Certified Enrollment Partners who are working to get Californians covered every day. As a part of this campaign, Covered California is now offering a new "Spotlight in a Box" for Community Partners. The box includes a miniature spotlight that can be used to project the Covered California "Enroll Now" logo in both indoor and outdoor spaces. This local spotlighting together with the recent iconic building lightings and recent bus tour creates a visible reminder about Open Enrollment and the importance of getting covered. To purchase a mini-spotlight today Certified Application Entities contact your [local field representative](#) and Navigator Grantees contact your [Navigator Grant Program Manager](#).

Free Posters and Lawn Signs



Our free posters and lawn signs are a great way to let the local community and consumers know that Open Enrollment is underway and that Community Partners are available to help them enroll in a Covered California health plan.

The posters include space for Partners to include contact information at the bottom so they can be handed out in the local community and used to generate leads.

The lawn signs are available in English and Spanish and feature the Covered California logo prominently so consumers can quickly identify Community Partners and get their enrollment questions answered. Partners can also add arrows to the lawn signs and use them as directional signs for office or enrollment events.

Put the posters and/or lawn signs on display at your storefront, office, and enrollment events to identify yourself as a health insurance resource. To access both today Certified Application Entities contact your [local field representative](#) and Navigator Grantees contact your [Navigator Grant Program Manager](#).

WEBINARS

Open Enrollment Update Webinar

Check out the [Open Enrollment Update Webinar](#) from last Wednesday. During the webinar, Outreach and Sales Partners learned about valuable new tools, updates, and opportunities available during Renewal and Open Enrollment. The webinar [slide deck](#) is also available for you to access at your convenience.

CEC/PBE Help Line Hours Extended

Covered California's CEC/PBE Help Line

Phone: (855) 324-3147

Monday thru Friday, 8:00 a.m. to 8:00 p.m.

Saturdays and Sundays, Closed

Christmas/New Years Holiday Schedule

Thursday, December 24, 2015, 8:00a.m. to 4:30p.m.

Friday, December 25, 2015, Closed

Thursday, December 31, 2015, 8:00a.m. to 4:30p.m.

Friday, January 1, 2016, Closed

Click [here](#) for the CEC/PBE Help Line Open Enrollment schedule.

The following numbers were phased out and stopped forwarding to 855-324-3147 on July 14, 2015: 844-238-3567, 888-402-0737

LMS Help Desk Support

Contact LMS Help Desk Support at CCULearning@covered.ca.gov.

Questions or comments about our articles or to **suggest** articles on other important informational topics to us, email: OutreachandSales@covered.ca.gov.

Visit our [Link To Us](#) webpage to access official Covered California buttons which you can include on your website or any other digital marketing materials.